



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	031-1400-001	Last Revised:	9/16/14
Position Title:	Family Safety Program Manager	Department:	Human Services
Reports to:	Human Services Director	Division:	Public Health and Human Services

Primary Function:

This position is responsible for directing the Family Safety Program within the Public Health and Human Services Division of EBCI. This position will manage Supervisors responsible for these program areas: Child Welfare (investigation of abuse and neglect; in-home services; foster care; adoption; and post-adoption services); child/adult protective services; Indian Child Welfare activities; Safe Babies program; and the integrated teams serving families. The program manager will ensure the delivery of services and compliance with program policies and regulations consistent with the Division's strategic plan.

The goal of Human Services is to enhance the ability of families and individuals to become self-sufficient to their greatest ability while ensuring quality of care and support for those unable to achieve self-sufficiency. The employee in this position will direct the activity and delivery of critical safety and Protective Services Programs in the Tribal structure and also coordinate with county programs.

The incumbent will use program evaluations to identify areas in need of improvement so to ensure that services are operating at its highest level of effectiveness and efficiency. The incumbent will be responsible for the recruitment, hiring, and training of staff. The Family Safety Manager will represent the Human Services Organization within the Tribal community, on community-wide committees, and as a liaison on behalf of the Human Services Program with organizations and agencies beyond the Tribal community (i.e. county, state, federal agencies).

The incumbent will report to the Human Services Director, and will work with the Director to insure that the goals, programs and policies of the Eastern Band of Cherokee Indians (EBCI) are implemented within the Human Services arena and in compliance with tribal, regional, state (as applicable), and federal laws. This position requires an individual who can understand and evaluate data and information from a variety of sources. The employee will be working with the community and other program leaders, therefore he/she must possess strong communication skills, particularly the ability to speak and write clearly. Public speaking experience is also beneficial. The incumbent must be able to motivate and lead the respective service program directors, and inspire workers to effectively set the direction of the programs. The position requires an individual with experience in administering budgets and managing personnel. The position requires an individual who is accessible and visible and who will reflect the Tribe's commitment to self-determination and the needs of its members.

Job Duties and Responsibilities:

- Interviews and hires staff, supports new staff through the competency based learning period, plans and organizes work and assigns cases to child welfare social workers according to worker competence and case needs.
- Determines case priorities and ensures quality of work performed.
- Directs practice and provides consultation to ensure standards are met within the context of family-centered practice to achieve safety, permanency and well-being for children in the welfare system.
- Arranges for clinical consultation and oversight when appropriate for department child welfare cases and approves funding for services.
- Monitors, reviews and approves written work, including court documents.
- Evaluates employee performance and provides feedback on an ongoing basis.
- Samples and evaluates cases for adherence to practice standards and compliance with state, federal, and Tribal laws regarding children's welfare.
- Conducts staff meetings and provides technical oversight regarding program policies, goals and procedures.
- Gathers a variety of data from the child welfare computer systems and prepares periodic reports.
- Trains Family Safety social workers and coordinates schedules for emergency, crisis-intervention and after-hours on-call services.
- Performs direct case management for clients and families, including intake, assessment, case management, licensing and contract monitoring.
- Participates in the PPHS strategic planning process.
- Manages budget for the Family Safety program area, including planning, preparing, and day-to-day operations.
- Coordinates resources, policies, and procedures to achieve and maintain service delivery across the areas served by EBCI.
- Reviews programs, goals, and objectives with supervisors.
- Provides direct supervision to four (4) social work supervisors and one (1) administrative support staff.
- Performs careful review of programs/assignments to ensure compliance with standards/regulations; makes adjustments or reassigns staff based on mandates/priorities.
- Develops programs and resources to enhance service delivery.
- Is responsible for writing position descriptions and developing task analyses and interview questions when recruiting for positions. Oversees and coordinates with HR the recruitment, hiring, and training of administrative staff, program staff (i.e. social workers, case workers, et al.), and management.
- Develops, coordinates and implements a comprehensive program on behalf of the Human Services Department that is designed to meet the social service needs of members of the Tribal community.
- Provides continued oversight in the development and management of programs, policies, and procedures related to the provision of services to the members of the Tribal community.
- Plans, organizes, and directs the division responsible for the delivery of services for responsible for the implementation of service delivery.
- Oversees budget and management of resources; provides input and recommendations for departmental and division budget in order to fund existing and new programs and services; oversees and monitors costs to insure compliance with approved budget; and submits annual budgetary requests and recommendations to Human Services Director

based on program needs.

- Supervises administrators of respective Human Services programs, including other direct-report managers, case workers, social workers, support and clerical staff, et al.
- Provides assistance to staff in developing effective caseload management techniques to maintain timely service to recipients.
- Maintains liaison with public agencies, private agencies, and government agencies on behalf of the Human Services Department.
- Develops process for evaluating services programs in order to track the impact of the respective programs and to analyze data to determine the effectiveness of each program.
- Recommends and executes improvements to Human Services programs.
- Identifies staff development and training needs and insures proper training is obtained.
- Evaluates employee work performance through regular review of completed work assignments and compliance.
- Provides regular program updates to Human Services Director.
- Maintains confidentiality and adheres to HIPAA regulations.
- Is available to work as directed by management in emergency or disaster, which may require night or weekend shifts, prolonged shifts, and/or travel.

Education/Experience:

MSW from an accredited school of Social Work and three years of social work or counseling experience, which includes two years of supervisory experience;
OR, BSW from an accredited school of Social Work and five years of social work or counseling experience, which includes two years of supervisory experience;
OR, Master's degree in a counseling field and four years of social work or counseling experience, which includes two years of supervisory experience;
OR, four year degree in a human service field or related curriculum and six years of social work or counseling experience, which includes two years of supervisory experience.

Candidate's experience must include a minimum of two years of experience in child welfare, which includes a minimum of one year of supervisory experience.

Job Knowledge:

- Considerable knowledge of methods and principles of casework supervision and training.
- Considerable knowledge of social work principles, techniques, practices, and their application to specific casework and community problems.
- Considerable knowledge of laws, regulations, and policies that govern social work programs.
- Skills in supervising, training, or orienting social workers, supervisors, or other staff.
- Ability to express ideas clearly and concisely.
- Ability to plan and execute work effectively. Ability to communicate any changes/expectations to all levels of staff.
- Knowledge of Tribal, fiscal, state (as applicable), and federal policies.
- Knowledge of data entry procedure and materials & updates.
- Must be proficient with Microsoft Word, Microsoft Excel, and PowerPoint. Must be able to navigate and understand electronic document management software programs.
- Ability to interpret fiscal reports and ability to communicate federal, state, and local

guidelines to all staff.

- Knowledge, skills, and ability to supervise social workers responsible for serving high-risk families and individuals.
- Knowledge of health and social services programs at the state, federal and tribal level.
- Knowledge of community resources (within boundary and off boundary) for providing services to those in need.
- Proven ability to demonstrate leadership by setting priorities, establishing clear and high expectations, and effectively delegating both responsibility and authority to staff while holding staff accountable.
- Ability to develop, propose, monitor and maintain budgets responsible for the funding of the respective protective services programs.
- Ability to analyze situations involving multiple issues with varying consequences and exercise judgment, along with the ability to apply solutions that fit the situation and are within the parameters of the policies and procedures of the organization and the funding source.
- Ability to demonstrate competencies with computer skills necessary in sending emails, developing and generating reports, preparing presentations and data spreadsheets for supervisor(s) and Tribal Council (if required).
- Ability to be proactive, and to be multi-faceted in both external and internal communications; must effectively communicate via written and verbal modes.

Complexity of Duties: Position requires detailed, specialized knowledge in a number of specific program areas which comprise the Human Services Department. In order to be in compliance with Tribal, Federal, and State laws (as applicable), working knowledge of these laws is required, along with a solid understanding of the administrative rules and guidelines that govern the delivery of a broad array of service programs. Duties require the ability to understand and communicate complex management and analytic issues. Position requires strong leadership ability, exceptional judgment and problem-solving skills. This is an upper-level management position and will on occasion require long work hours and work on weekends.

Contact with Others: The person holding this position operates in a complex management, service, and funding oversight capacity, therefore must have strong communication skills. Contacts will include, but are not limited to: Human Services Director and his/her staff, managers/supervisors of respective protective services programs and their staffs, tribal members with needs or concerns in the area of protective services, funding agencies at the State and Federal level, tribal leadership when requested, outside community leaders, etc. The incumbent must be comfortable with both oral and visual presentations essential to communicating the structure and services.

Confidential Data: This position has access to confidential information with regard to individual tribal members, protective services program budgets, and program personnel. The incumbent must maintain required confidentiality and meet all State (as applicable), Federal and EBCI Tribal confidentiality policies and rules.

Mental /Visual /Physical Effort: The employee must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently and/or constantly to lift, carry, push,

pull or otherwise move objects, including the human body. This position requires a high degree of mental concentration in the performance of complex management and administrative tasks. Given the complexity of the respective protective services programs, the position requires the ability to manage multiple tasks simultaneously. The incumbent is required to perform the physical tasks associated with work in an office environment. Some travel may be required as the incumbent attends meetings at different programs locations and meets with stakeholders.

The incumbent will be required to provide verbal and written reports to the Human Services Director and verbal reports to Tribal community leaders when requested.

Environment: Work consists of office environment and travel to meetings or home visits. No adverse environmental conditions noted. However, home visits may have sanitary or safety issues which will need to be remediated or investigated for family safety.

Extent of Supervision: This position operates within EBCI Tribal guidelines with regard to budget and personnel management. The incumbent will receive ongoing supervision from the Human Services Director and will develop a work plan designed to outline the goals, objectives and performance outcomes of the Program. The incumbent will participate in regular team meetings of management staff of the Human Services Program. The incumbent is considered a professional employee with the judgment, skills and knowledge necessary to apply established guidelines in an efficient and effective manner, with minimal daily supervision.

Scope of Supervision: This position is responsible for the daily operations of the Family Safety Program of Human Services, providing direct supervision to 4 Family Safety Supervisors and an administrative assistant within the Program. This position is responsible for all other duties assigned by the Human Services Director.

Supervision Received: Position works under the direct supervision of the Human Services Director of the Public Health and Human Services Division. Daily program management and operations should be handled independently within the parameters outlined by the Human Services Director and within the structure of the Human Services Department. The individual in this position must demonstrate initiative and be a self-starter.

Responsibility for Accuracy: Position is responsible for the accuracy and competence of work performed by all staff of the Family Safety Program. Work performed by the supervisors of the Family Safety Program and their staff is often directly associated with the health, safety and welfare of tribal members and as such, the Family Safety Program Manager must insure that Family Safety Program are compliant with mandated regulations. Position manages a complex set of programs and services with different funding rules and performing requirements.